

36238

TRANSMITTAL LETTER			Case No. 10022/225
Serial No. 09/608,293	Filing Date June 30, 2000	Examiner Boyce, Andre D.	Group Art Unit 3623
Inventor(s) Missinhoun, Jean L.			
Title of Invention SYSTEM AND METHOD FOR PROVIDING A MULTI-CHANNEL CUSTOMER INTERACTION CENTER			

TO THE COMMISSIONER FOR PATENTS

Transmitted herewith is a check for \$420; Petition and Fee for Extension of Time (37 CFR 1.136(a)), in duplicate; Amendment with Replacement Sheet; postcard evidencing receipt.

- ☐ Small entity status of this application under 37 CFR § 1.27 has been established by verified statement previously submitted.
- ☐ Applicant claims small entity status. See 37 CFR 1.27.
- ☒ Petition for a two month extension of time.
- ☒ No additional fee is required.
- ☐ The fee has been calculated as shown below:

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FEB - 5 2004

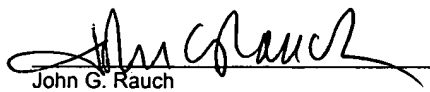
GROUP 3600

	Claims Remaining After Amendment		Highest No. Previously Paid For	Present Extra
Total	19	Minus	20	0
Indep.	4	Minus	4	0
First Presentation of Multiple Dep. Claim				

Small Entity		or	Other Than Small Entity	
Rate	Add'l Fee		Rate	Add'l Fee
x \$9=			x \$18=	0
x 43=			x \$86=	0
+\$145=			+\$290=	
Total add'l fee	\$		Total add'l fee	\$0

- ☐ Please charge Deposit Account No. 23-1925 (BRINKS HOFER GILSON & LIONE) in the amount of \$____. A duplicate copy of this sheet is enclosed.
- ☐ A check in the amount of \$____ to cover the filing fee is enclosed.
- ☒ The Commissioner is hereby authorized to charge payment of any additional filing fees required under 37 CFR § 1.16 and any patent application processing fees under 37 CFR § 1.17 associated with this communication or credit any overpayment to Deposit Account No. 23-1925. A duplicate copy of this sheet is enclosed.
- ☒ I hereby petition under 37 CFR § 1.136(a) for any extension of time required to ensure that this paper is timely filed. Please charge any associated fees which have not otherwise been paid to Deposit Account No. 23-1925. A duplicate copy of this sheet is enclosed.

Respectfully submitted,


John G. Rauch
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Attorney for Applicant
Customer No. 28164 - Accenture Chicago

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I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail, with sufficient postage, in an envelope addressed to:
Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on January 27, 2004.

Date: 1/27/2004 Signature: 